



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to Switchboard Operators, Including Answering Service

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Switchboard Operators, Including Answering Service	43-2011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

87

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	89	Level	86	Level	84

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	62	16	78	Active Listening	58	5	83	Customer and Personal Service	66	15	75
Speech Clarity	51	16	75								
Oral Expression	50	2	75								

LEVEL and IMPT (IMPORTANCE) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Switchboard Operators, Including Answering Service.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	46	62	78
Oral Comprehension	50	48	75
Oral Expression	48	50	75
Speech Clarity	35	51	75
Problem Sensitivity	42	37	59
Written Comprehension	44	37	53



Selective Attention	48		34		53
Written Expression	39		34		50
Deductive Reasoning	42		34		50
Information Ordering	42		34		50
Category Flexibility	44		37		50
Near Vision	50		42		50
Skill Level Comparison - Abilities with importance scores over 69					
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping		Switchboard Operators, Including Answering Service		Importance
Active Listening	53		58		83
Speaking	49		49		78
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping		Switchboard Operators, Including Answering Service		Importance
Customer and Personal Service	51		66		75

Experience & Education Comparison							
Related Work Experience Comparison				Required Education Level Comparison			
Description		Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Description		Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service
10+ years	14%	<div><div></div></div>	0%	Doctoral	0%	<div><div></div></div>	0%
8-10 years	0%	<div><div></div></div>	0%	Professional Degree	0%	<div><div></div></div>	0%
6-8 years	0%	<div><div></div></div>	6%	Post-Masters Cert	0%	<div><div></div></div>	0%
4-6 years	17%	<div><div></div></div>	0%	Master's Degree	0%	<div><div></div></div>	0%
2-4 years	15%	<div><div></div></div>	7%	Post-Bachelor Cert	0%	<div><div></div></div>	0%
1-2 years	14%	<div><div></div></div>	22%	Bachelors	0%	<div><div></div></div>	6%
6-12 months	17%	<div><div></div></div>	11%	AA or Equiv	9%	<div><div></div></div>	5%
3-6 months	1%	<div><div></div></div>	19%	Some College	23%	<div><div></div></div>	16%
1-3 months	2%	<div><div></div></div>	7%	Post-Secondary Certificate	6%	<div><div></div></div>	5%
0-1 month	2%	<div><div></div></div>	5%	High School Diploma or GED	60%	<div><div></div></div>	59%
None	14%	<div><div></div></div>	19%	No HSD or GED	0%	<div><div></div></div>	6%
Weighers, Measurers, Checkers, and Samplers, Recordkeeping				Switchboard Operators, Including Answering Service			
Most Common Educational/Training Requirement:							
Short-term on-the-job training				Short-term on-the-job training			
Job Zone Comparison							
1 - Job Zone One: Little or No Preparation Needed				2 - Job Zone Two: Some Preparation Needed			



No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.

These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.

Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Collect or prepare measurement, weight, or identification labels; and attach them to products.
- Collect product samples and prepare them for laboratory analysis or testing.
- Communicate with customers and vendors to exchange information regarding products, materials, and services.
- Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights.
- Compute product totals and charges for shipments.

Switchboard Operators, Including Answering Service

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

Specific Tasks

Occupation Specific Tasks:

- Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Answer simple questions about clients' businesses, using reference files.
- Complete forms for sales orders.
- Contact security staff members when necessary, using radio-telephones.
- Keep records of calls placed and charges incurred.
- Monitor alarm systems in order to ensure that secure conditions are maintained.



- Count or estimate quantities of materials, parts, or products received or shipped.
- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.
- Perform clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.
- Place telephone calls or arrange conference calls as instructed.
- Record messages, suggesting rewording for clarity and conciseness.
- Relay and route written and verbal messages.
- Route emergency calls appropriately.
- Stamp messages with time and date, and file them appropriately.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- date stamp messages, mail, or other information
- ensure correct grammar, punctuation, or spelling
- maintain telephone logs
- operate business machines
- perform clerical duties including typing, accepting orders, or sorting mail
- route multi-line telephone calls
- take messages
- transcribe spoken or written information
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques



Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff
- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Labor Market Comparison

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Difference
Median Wage	\$ 28,060	\$ 22,920	\$(5,140)
10th Percentile Wage	\$ 20,110	\$ 17,730	\$(2,380)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 26,520	\$(7,250)



90th Percentile Wage	\$ 37,710	\$ 30,650	\$ (7,060)
Mean Wage	\$ 28,450	\$ 23,460	\$ (4,990)
Total Employment - 2007	310	840	530
Employment Base - 2006	302	852	550
Projected Employment - 2016	292	753	461
Projected Job Growth - 2006-2016	-3.3 %	-11.6 %	-8.3 %
Projected Annual Openings - 2006-2016	8	18	10

National Job Posting Trends

Trend for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Trend for
Switchboard
Operators,
Including
Answering
Service



Data from [Indeed](http://Indeed.com)

Recommended Programs

Receptionist

Receptionist. A program that prepares individuals to perform frontline public relations duties for a business, organization, or answering service. Includes instruction in telephone answering techniques, responding to information requests, keeping caller and/or visitor records, placing business calls, operating telephone switchboards and/or other communications equipment, relaying incoming and interoffice calls, schedule maintenance, and public relations skills.

No schools available for the program

Maine Statewide Promotion Opportunities for Weighers, Measurers, Checkers, and Samplers, Recordkeeping



O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	100	1	310	\$28,060.00	\$0.00	-3%	8
43-9041.02	Insurance Policy Processing Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22
43-9041.01	Insurance Claims Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22
43-5051.00	Postal Service Clerks	85	2	580	\$44,780.00	\$16,720.00	-3%	13
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	84	3	7,220	\$29,840.00	\$1,780.00	6%	177
13-2053.00	Insurance Underwriters	83	3	460	\$56,090.00	\$28,030.00	-1%	12
43-5011.00	Cargo and Freight Agents	83	2	170	\$40,360.00	\$12,300.00	5%	5
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	83	2	970	\$41,950.00	\$13,890.00	-12%	10
43-6014.00	Secretaries, Except Legal, Medical, and Executive	83	2	10,400	\$28,260.00	\$200.00	-6%	172
29-2071.00	Medical Records and Health Information Technicians	83	3	760	\$29,180.00	\$1,120.00	16%	34
43-3051.00	Payroll and Timekeeping Clerks	83	3	650	\$30,470.00	\$2,410.00	-3%	17
43-4141.00	New Accounts Clerks	83	2	210	\$28,080.00	\$20.00	-14%	6
43-4011.00	Brokerage Clerks	82	3	270	\$39,120.00	\$11,060.00	-13%	8
43-4131.00	Loan Interviewers and Clerks	82	2	770	\$28,060.00	\$0.00	-9%	14
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10

Top Industries for Switchboard Operators, Including Answering Service

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
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General medical and surgical hospitals, public and private	622100	13.37%	23,724	21,012	-11.43%
Telephone call centers	561420	11.10%	19,693	16,430	-16.57%
Automobile dealers	441100	7.80%	13,835	12,555	-9.25%
Offices of physicians	621100	7.27%	12,900	13,002	0.79%
Employment services	561300	4.56%	8,097	7,699	-4.91%
Local government, excluding education and hospitals	939300	3.28%	5,817	5,228	-10.13%
Legal services	541100	2.75%	4,874	4,283	-12.13%
Depository credit intermediation	522100	2.74%	4,865	3,968	-18.44%
Management of companies and enterprises	551100	2.25%	3,994	3,683	-7.78%
Nursing care facilities	623100	1.75%	3,101	2,696	-13.06%
Religious organizations	813100	1.64%	2,909	2,793	-3.99%
Insurance agencies and brokerages	524210	1.42%	2,525	2,285	-9.51%
Offices of real estate agents and brokers	531200	1.24%	2,199	2,143	-2.56%
Community care facilities for the elderly	623300	1.04%	1,842	2,251	22.22%
Direct insurance (except life, health, and medical) carriers	524120	0.98%	1,733	1,449	-16.38%

Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%



Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%
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